

NOTICE TO ALL CUSTOMERS IN THE 310 AREA CODE DIAL 1 + AREA CODE + TELEPHONE NUMBER FOR ALL CALLS

Everyone should begin dialing all calls using 1+ area code + telephone number. Effective July 26, 2006, all calls **must** be dialed using this new dialing procedure.

What is the New Dialing Procedure?

To complete calls, the new dialing procedure requires callers to dial 1 + area code + telephone number. This means that all calls in the 310 area code that are currently dialed with seven digits need to be dialed using 1+ area code + telephone number.

When Will the Change Begin?

Beginning **July 26, 2006**, you **must** use the new dialing procedure for all calls. After this date, if you do not use the new dialing procedure, your call will not be completed, and a recording will instruct you to hang up and dial again.

However, all customers should practice using the new dialing procedure before the effective date.

Why is the Change Necessary?

To accommodate the demand for telephone numbers, the 424 area code is being added to the area served by the 310 area code. Since two area codes will now serve the same geographic region, the area code must be used when dialing any telephone number—including calls within the same area code. Beginning August 26, 2006, new telephone lines or services may be assigned numbers with the 424 area code.

What Will You Need to Do?

In addition to changing your dialing procedure, all services, automatic dialing equipment, or other types of equipment that are programmed with a 7-digit number will need to be reprogrammed to use the new dialing procedure. Some examples are life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, call forwarding settings, voicemail services, and similar functions. Be sure to check your business stationery or advertising materials to ensure the area code is included.

What Will Remain the Same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, and 711.

Who May You Contact with Questions?

If you have any questions regarding information provided in this notice, please call <your company name> at <your company phone> or access the following websites for more information: <your company website> or www.cpuc.ca.gov/310overlay.

